

Consumer Warranty Claim Request Form

It is our basic business priority to deal quickly and effectively with any customer complaint or dissatisfaction, which results from a Sealy, Inc. product failure.

1. Please read the following before filling out the attached Warranty Claim Form.

Nature of problem

Possible solutions

Body Impressions

Please see the warranty, as there is specific information that refers to body impressions. Body impressions do not indicate a structural weakness or breaking down of the innerspring unit. They are a natural occurrence of the mattress filling material, cotton and foam, conforming to each person's individual weight and body characteristics.

Squeaks or Noises

Squeaks and other noises usually originate from the bed frame, headboard or footboard. Remove the mattress and box spring from the bed frame. Check the frame by pushing down in several locations to locate the noise. If the noise cannot be located, replace the box spring on the frame and repeat the test. Finally, replace the mattress and repeat the test.

2. If you have a pro-rated warranty expect to pay a pro-rated usage charge if the bedding is returned after the free repair or replacement period has expired. You will also be required to pay transportation costs from the nearest Sealy, Inc. manufacturing facility.
3. Expect bedding of equal or better quality if identical materials are not available. There is no guarantee that the product you receive will have the same fabric cover or construction as your current mattress or box spring as sleep set models change and may not be available at the time of replacement.
4. Make a copy of your proof of purchase (store invoice) and submit this with the Consumer Warranty Claim Request Form. **The proof of purchase is required or the bedding will not be covered by the warranty.**
5. Pictures of the defect are required and should be mailed in with your Warranty Claim Request form.

Please mail the completed and signed "Warranty Claim Form" to:

Mattress Direct
7321 Kingston Pike.
Knoxville, TN 37919

WARRANTY CLAIM FORM

1. Since making your purchase, how have you maintained your bedding and how frequently? (i.e. flipping, turning, etc.) _____

2. On the attached diagram, please indicate where the problem is and show any changes to the bedding since you received them. For example, if there were tears or stains show where and write the words “tear” or “stain”, etc.

3. If your mattress has large body impressions please measure the deepest one in the following manner: (1) Place a yardstick or pole across the bed. (2) Place the end of a ruler in the deepest point (**making sure not to place the end of the ruler in the quilting impressions**) and note it’s depth. Example shown on the “How to Measure Body Impressions” page.
Deepest Impression: _____

4. What is your bed frame made of? Wood: Metal:

Look at your bed frame and draw the locations of any supports on the attached diagram.

5. Do you use boards or other flat objects in between your mattress and box spring to increase the mattress firmness? Yes: No:

If yes, please tell us what you use: _____

6. Have you moved since buying your sleep set? Yes: No:

If yes, tell us the name of the mover you used, as well as the date of the move:

Date: _____ Mover: _____

7. Have we replaced this mattress and/or box spring before? Yes: No:

Mattress: Box spring:

If yes, please indicate when and for what reason: _____

8. What was the model name and date of purchase of original bed? _____

I represent that the information above is accurate and complete to the best of my knowledge.

Signature

Date

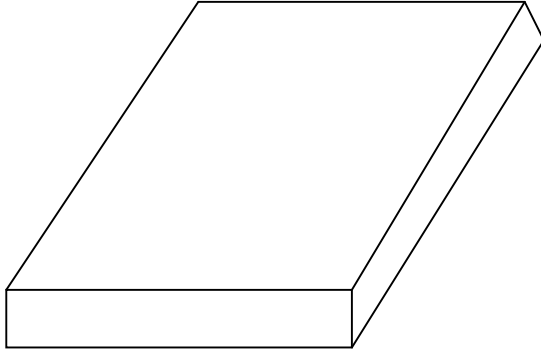
Thank you for filling out this form.

A COPY OF THE ORIGINAL PROOF OF PURCHASE MUST BE INCLUDED WITH THIS FORM OR THE REQUEST WILL NOT BE EVALUATED.

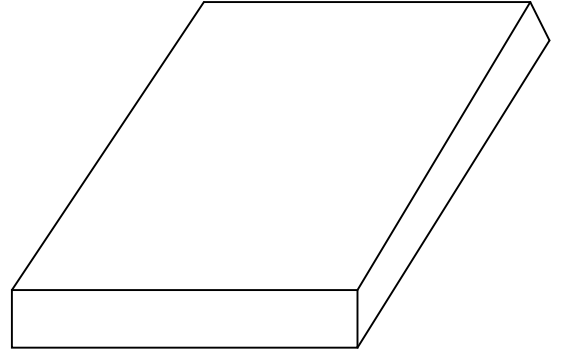
WARRANTY CLAIM FORM

Please use these diagrams to identify where you have problems with your bedding (**printing of diagram required**).

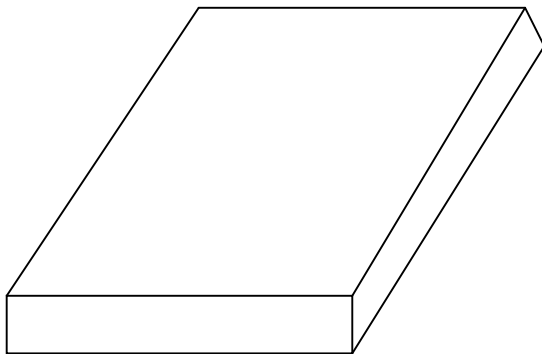
MATTRESS TOP



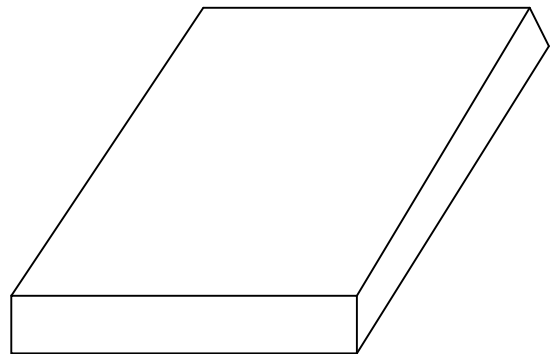
BOX SPRING TOP



**MATTRESS BOTTOM
(If Two Sleeping Surfaces)**

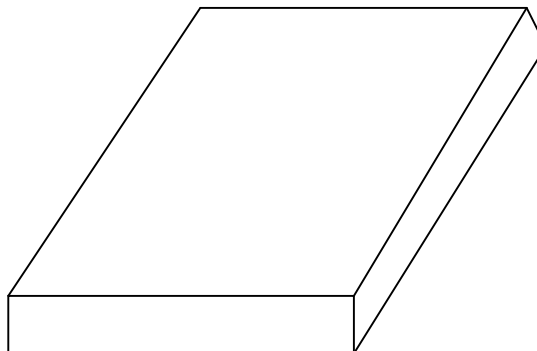


BOX SPRING BOTTOM



The frame supporting your mattress and box spring is important to the life of your product. Describe your frame (indicate location of center legs, horizontal or vertical supports).

BED FRAME



WARRANTY CLAIM FORM

LAW TAG

This is the Sealy/Stearns & Foster Law Tag. The tag is placed on every mattress and box spring we manufacture. This tag provides us with valuable manufacturing information.

This data includes size, model name, warranty code, and date made.

EXAMPLE

42 010606 04 F3	
UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER	
ALL NEW MATERIAL CONSISTING OF	
Resinated Textile Clipping Pad Wire Spring Unit	100%
Reg. No. or Lic. No. N.Y. 48443	
	Certification is made by the manufacturer that the materials in this article are described in accordance with law.
Made By Sealy Mattress Company 11220 Space Blvd Orlando, FL 32837	
693604 60x80 5425 0245 Keswick LTD PT Sealy Warranty F3 PC# DATE OF MANUFACTURE 1513 01-06-06 04	

Made By: Sealy Mattress Company

Size _____

Model Name _____

Warranty _____

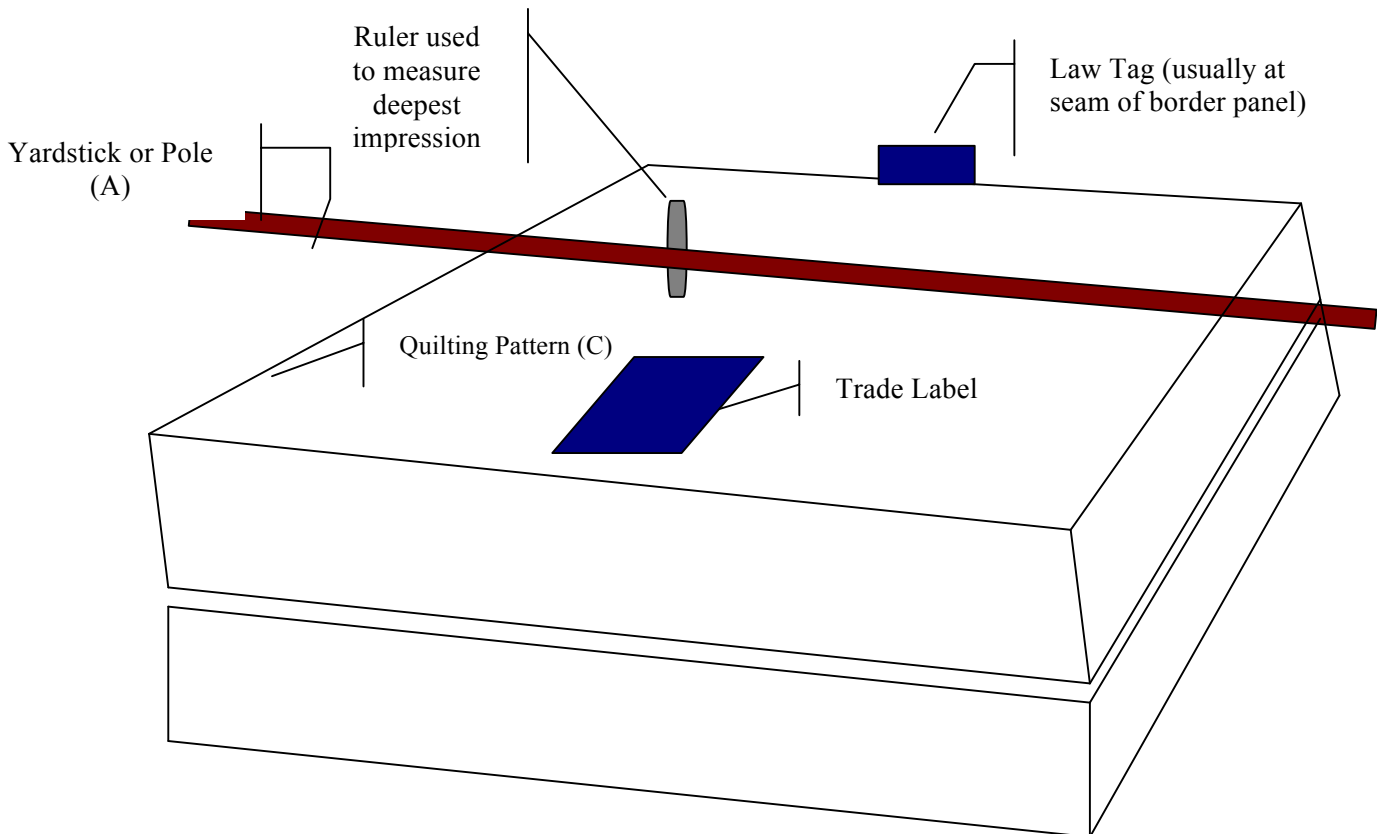
PC# Date of Manufacture

WARRANTY CLAIM FORM

HOW TO MEASURE BODY IMPRESSIONS

1. Place a yardstick or broomstick across the location of body impression (s), (hip area is usually deepest). Fig. (A)
2. Using ruler, measure depth of impression from deepest point of mattress surface to edge of yardstick. Fig (B)
3. Measure from center of padded area of quilting, not the seams of the quilting threads, so that measurements will be accurate. Fig. (C)
4. It is best if you have room to measure again with mattress on floor.
5. Measure your box spring in the same manner as listed above.

*** Please take measurements from top surface of mattress, then flip mattress and measure again. Please note these measurements in question #3 of the Warranty Claim Form. Providing us with these measurements will enable us to process your claim in less time.





Limited Warranty (Sealy) 2008 Highlights

Length of Warranty

Your warranty protects you from the day you purchase your sleep set and continues according to the "Warranty Schedule" found on your original warranty card. **In the event that we repair or replace your sleep set, this warranty continues your protection from the original date of purchase. Please refer to your original warranty card for specific details.**

Warranty Coverage

This warranty covers the following items during normal wear:

Mattress:

- Torn handles, stitches pulled out of the handle where sewn to the mattress, or tears in the mattress fabric where the handles are attached.
- Coils or wires that are loose, broken, protrude or rip through fabric.
- **Body indentations of 1-1/2" or greater.**
- **Sagging: Your mattress must be continuously supported by a matching box spring, or equivalent, with an appropriate frame. The frame should include a rigid center support with at least 5 legs or a rigid center support with at least 5 hardwood cross slats for queen and king sets. A rigid center support is equal to a support that extends from the frame to the floor.**

Box spring:

- Splits in the wood frame.
- Squeaks, rattles or noises.
- Bent, loose or defective beams and/or center support rail.
- Loose or broken box spring wire.
- Compression of modules.
- Un-stapling of modules.
- **Sagging: A proper bed frame must continuously support the box spring. For king and queen sets, a rigid center support having at least 5 legs or a rigid center support having at least 5 hardwood cross slats is necessary. A rigid center support is equal to a support that extends from the frame to the floor.**

Items not covered

Items and damages not specifically listed in the "Warranty Coverage" section are not covered, including, for example:

- Mattress fabric
- **Structural damage from using an improper bed frame. This warranty applies to queen and king size mattresses or box springs ONLY if they are used on an appropriate frame with a rigid center support having at least 5 legs or a rigid center support having at least 5 hardwood cross slats.**
- **Clearance bedding sold "as is" and floor models.**
- Comfort preference.
- **Body indentations less than 1-1/2".**
- Mattress damage due to an inappropriate box spring. **A mattress is designed for full performance when used in conjunction with a matching box spring as part of a total sleep set.**
- **Replacement of another piece in the sleep set, unless such other piece is also defective.**
- Mattress or box spring damage due to abuse.
- **Transportation costs.**

If A Warranty Problem Occurs...

We make every effort to be sure we manufacture our sleep sets with the finest materials available. If, however, you do discover a defect in your new Sealy mattress or box spring first contact the retail store where you purchased your sleep set. If you cannot reach this store, or if you have moved, write directly to the Consumer Services Department, One Office Parkway, Trinity, NC 27370 or contact our Consumer Service line at 800-697-3259.

If a defect occurs during the warranty period (which is described in the Warranty Schedule) of your original warranty card, Sealy will repair or replace (at our option) the defective mattress and/or box spring within a reasonable period of time.

In order for this limited warranty to be valid, you must: 1. Be the original consumer purchaser, and have purchased the sleep set from one of our authorized dealers in the United States or Puerto Rico; 2. Provide a copy of the original store receipt, or other proof of date, place of purchase and purchase price; and 3. Provide the law label from the defective product.

If identical materials are not available at the time of product service, Sealy reserves the right to substitute material of equal or higher value. **You will be responsible for transportation costs of the product to and from the store or factory, as applicable.**

Your warranty does not cover products found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials.

ONCE THE WARRANTY REQUEST FORM IS RECEIVED TO THE ADDRESS LISTED BELOW, THE CUSTOMER WILL RECEIVE A PHONE CALL EXPLAINING THE PROCESS.

THANK YOU FOR YOUR CONTINUED BUSINESS, WE LOOK FORWARD TO SERVICING YOU IN THE FUTURE.